Avaya Communication Server 1000

Avaya 3456 UC Client Administration Guide

NN43080-300

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New in this release

There are no changes for Avaya Communication Server 1000 Release 7.5.

Introduction

Avaya 3456 UC Client Administration Guide (NN43080-300) describes the tasks that an administrator must complete before a user can install and use the Avaya 3456 UC Client.

Navigation

- New in this release (page 4)
- Planning and Engineering (page 8)
- 3456 UC Client requirements (page 8)
- Troubleshooting (page 11)

Administration fundamentals

This section describes basic information about the Avaya 3456 UC Client that an administrator should know.

Navigation

- Dialing plan (page 6)

Dialing plan

Using the 3456 UC Client, you can dial outgoing numbers in several formats. The 3456 UC Client automatically modifies several phone number formats for proper operation dialing with the Avaya Communication Server 1000 (Avaya CS 1000). For example, if you dial 6-555-5172, the 3456 UC Client removes the “-” characters as well trims any spaces before placing the call. Depending on the CS 1000 configuration, a typical North American setup may require users to dial a “9” before local calls and a “6” before long distance or internal ESN calls. For example, if you dial someone at 5172 (local 6135555172), that person may be reached via the following ways:

- 4 digit DN dialing = 5172 (some locations may have 5 digit DNs)
- Local 10 digit calling = 96135555172
- Local 7 digit dialing = 95555172
- Long distance dialing = 616135555172
- ESN dialing = 65555172
- E.164 dialing = +16135555172

The 3456 UC Client has a configurable dialing plan field which performs the preconfigured normalization on the number before placing the call. Under the Account Settings tab a dialing plan may be provided, for example, *Dialing plan = xxxxT|3xxxxxxxT|+x.T;match=2;pre"6*"

This example tries to match the number provided to three rules which are separated by the pipes “|”. The first rule is xxxxT which matches a 4-digit extension but allows more time to receive digits in case the user does not complete entering the number. No modification is performed on 4-digit numbers. The second rule is 3xxxxxxxT which matches a 7-digit number

starting with “3”. This indicates a typical ESN number such as 3555172. If the user does not enter more numbers a “6” is prepended to the front of the number making it dialed as 65555172. The last rule matches any length number starting with + (E.164). No modification is performed to these E.164 numbers.

Depending on the CS 1000 configuration, some variation of these rules may need to be configured in order to add the correct outbound prefix to the number. For example, if a site requires users to enter “8” before a UDP number, the rule must be modified as follows: *Dialing plan = xxxxT|3xxxxxxxT|4xxxxxxxT|+x.T;match=2;pre"8"; match=3;pre"8*".

For more information about dialing plan syntax and descriptions, see the 3456 UC Client help documentation.

Planning and Engineering

This section describes planning and engineering requirements for the Avaya 3456 UC Client.

Navigation

- 3456 UC Client requirements (page 8)
- Recommended Audio Devices (page 8)
- Network Requirements (page 9)
- CS 1000 Server Configuration (page 9)
- Limitations (page 9)

3456 UC Client requirements

The following are required for the 3456 UC Client.

- Processor:
  - Minimum: Intel Pentium III 1.3GHz or equivalent
  - Optimal: Pentium 4 2.4 GHz or equivalent
- Memory— 512 MB RAM
- Hard Disk Space—50 MB
- Operating system:
  - Windows 2000
  - Windows XP
  - Windows Vista
- Connection—IP network connection (broadband, LAN, wireless)
- Sound Card— Full-duplex, 16-bit
- Licence Key—3456 UC Client Licence Key

Recommended Audio Devices

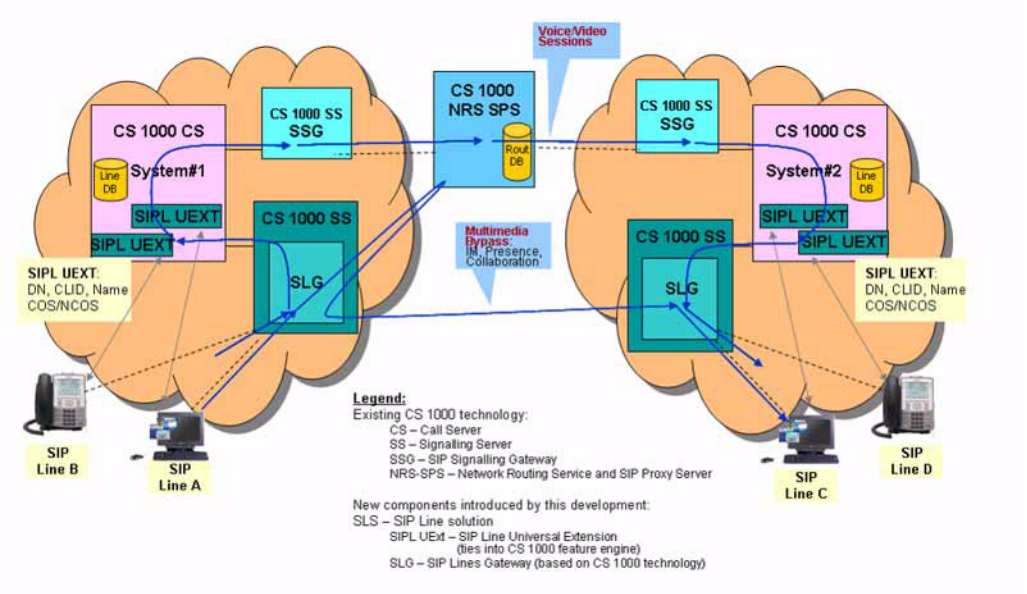
Any headset with a microphone and speakers will work; however, for optimal audio experience, a USB headset is recommended.

Network Requirements

The following lists the network requirements for 3456 UC Client.

- Avaya Communication Server 1000 (Avaya CS 1000) Release 6.0 or later with SIP Line feature.

CS 1000 Deployment Architecture


Voice/Video Sessions
CS 1000 NRS SPS
Rout DB
CS 1000 SS SSG
CS 1000 SS SSG
CS 1000 CS System#1
Line DB
SIPL UEXT
SIPL UEXT
CS 1000 SS SLG
CS 1000 CS System#2
Line DB
SIPL UEXT
SIPL UEXT
CS 1000 SS SLG
Multimedia Bypass: IM, Presence, Collaboration
SIPL UEXT: DN, CLID, Name COS/NCOS
SIPL UEXT: DN, CLID, Name COS/NCOS
SIP Line B
SIP Line A
SIP Line C
SIP Line D
Legend:
Existing CS 1000 technology:
CS – Call Server
SS – Signaling Server
SSG – SIP Signalling Gateway
NRS-SPS – Network Routing Service and SIP Proxy Server
New components introduced by this development:
SLS – SIP Line solution
SIPL UExt – SIP Line Universal Extension (ties into CS 1000 feature engine)
SLG – SIP Lines Gateway (based on CS 1000 technology)

CS 1000 Server Configuration

To use the 3456 UC Client, you must configure CS 1000 Release 6.0 and confirm that the basic functions of the switch are working. For detailed installation, configuration and upgrade information, see the CS 1000 Release 6.0 documentation. Also, ensure that you apply all the latest deplist patches to the system.

It is possible to SimRing both the plug-in and other phone sets (as per existing features on the CS 1000).

Limitations

This section describes the limitations of 3456 UC Client.

MWI DN Settings for Avaya CallPilot Mailbox

For CallPilot 3.1 and earlier, only one Message Waiting Indicator Dialed Number (MWI DN) is supported. From MWI, you can select UEXT (L0 DN) or non-UEXT (primary DN). This limitation also exists with third-party voicemail systems.

One SIP phone supported per user

Only one SIP phone is supported at a time per user. For example, a SIP hard phone and a SIP soft client cannot be logged on at the same time for same user account. Call forking at SIP level is not supported. Only a single SIP client can run on a single IP address. Same user can not be logged in more than one place.

Attention: If you start up and log onto a second SIP client, the first client is automatically logged out.

Name Dialing

Name Dialing is not supported.

Localization

Localization is not available.

Troubleshooting

This section describes troubleshooting tips.

Navigation for troubleshooting

- Configuration changes do not work (page 11)
- Call Detail Reporting (page 11)
- Enabling SIP tracing (page 11)

Configuration changes do not work

When making configuration or preference changes, ensure that you first select the account to which to apply the change. By default, the first account in the list is selected (not the default enabled account) when you open the preferences and account settings.

Call Detail Reporting

Call Detail Reporting (CDR) is available for all universal expansions (UEXT) and Session Initiated Protocol (SIP) trunks. This is preexisting Avaya Communication Server 1000 (Avaya CS 1000) functionality.

Enabling SIP tracing

The Avaya 3456 UC Client has SIP trace capability to assist in debugging. To enable tracing, complete the following procedure.

Procedure steps

Step	Action
1	Open the **Preferences** window.
2	In the right pane, click **Telephony Preferences**.
3	In the left pane, click the **Diagnostics** tab.
4	On the **Diagnostics** page, from the **Log Level** list select one of the following logging levels: • **None**

- **Failures**
- **Errors**
- **Warnings**
- **Status Messages**
- **Debug Message**
- **Trace Messages**

5 Click **Apply** to save your changes.

6 Click **OK** to close the **Preferences** window.

--End--

Procedure job aid

To view trace logs, on the Diagnostics page, click Open Log Folder. This will take you to the file location which is C:\Documents and Settings\<username>\Local Settings\Application Data\Avaya\Notes Avaya 3456 UC Client\Diagnostics.